

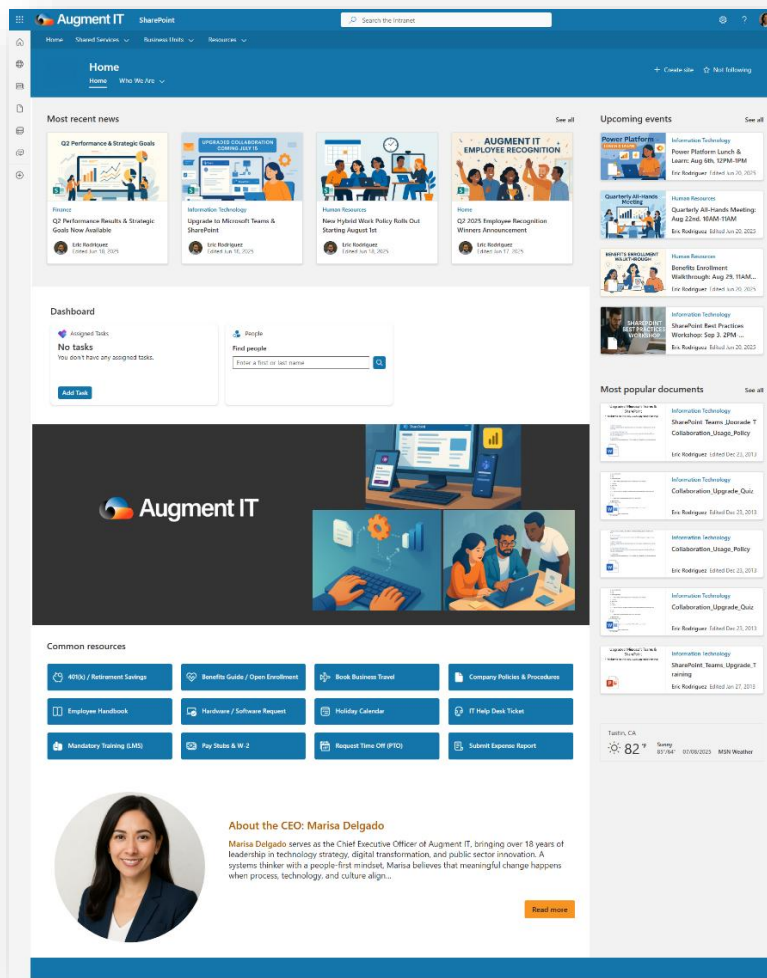


## Case Study: Demo SharePoint Intranet

### Overview

With years of experience delivering intranet solutions, we've learned what businesses truly need in a modern digital workplace. To demonstrate that knowledge, we built a full-featured SharePoint intranet on our own environment as a live demo showcasing best practices and practical design choices. It reflects the structure, features, and flexibility required by mid-sized organizations and business units within larger enterprises, and serves as a real-world example we use to engage and inform prospective clients.

### Intranet Home Page



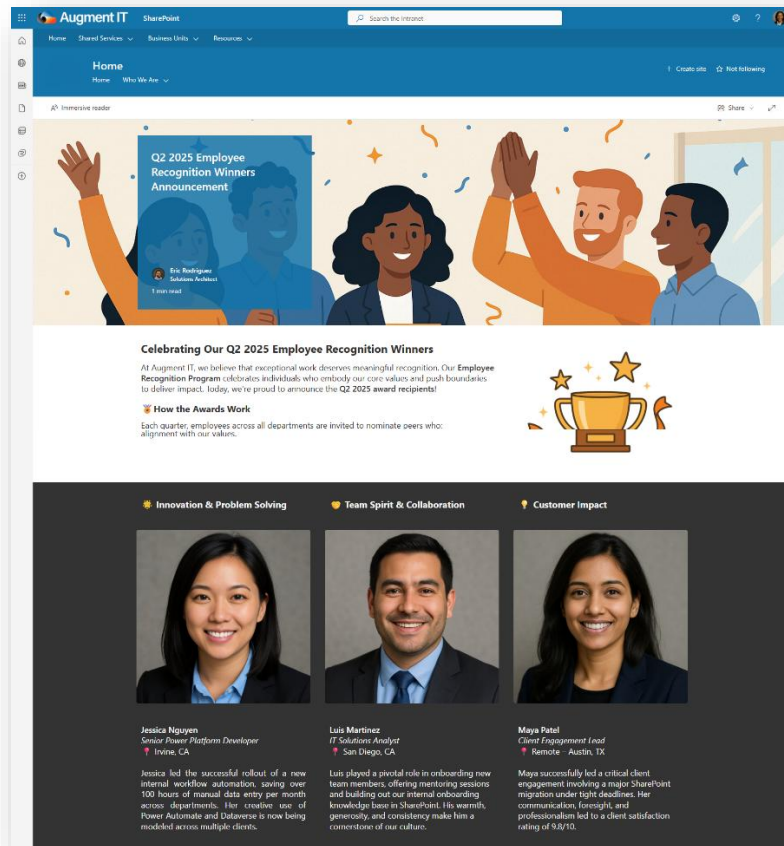


## Challenges This Intranet Solves

- Missed or inconsistent visibility of organization-wide announcements
- Branded templates that are hard to find or inconsistently used
- Information scattered across departments and channels, making it difficult to locate
- Support teams overwhelmed by repetitive questions that could be self-served
- Difficulty identifying team members and understanding their roles
- Department sites that feel disconnected due to inconsistent layouts and design

## Key Features & Capabilities

- **News Hub:** Organization-wide news propagation ensures key updates are visible across all sites. Departments can also publish and categorize their own announcements





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- **Centralized Organizational Templates:** Centralized Word and PowerPoint templates appear directly in the desktop apps. This ensures everyone uses the most current and properly branded documents.
- **Intelligent Search Bar:** Configured to search across all intranet content, including document contents via OCR, while excluding unrelated external data.
- **FAQs by Department:** Custom FAQ sections help reduce repetitive inquiries by guiding users to self-service answers before contacting support teams.

## FAQ Section

**FAQ**

- > How do I report a workplace concern or file a grievance?
- ▼ How do I request time off or view my PTO balance?  
**Answer**  
Use the ADP system to request leave, view your PTO balance, and check holiday schedules.  
[Visit ADP Portal](#)
- > How do I update my personal information (address, phone number, emergency contact)?
- > Where can I find company policies and the employee handbook?
- > Where can I find information about benefits and enrollment?
- > Who do I contact if I have a question about my paycheck or tax forms?

**Quick Links**

- [? Ask HR](#)
- [Benefits Center](#)
- [Pay Stubs](#)
- [Request Time Off](#)

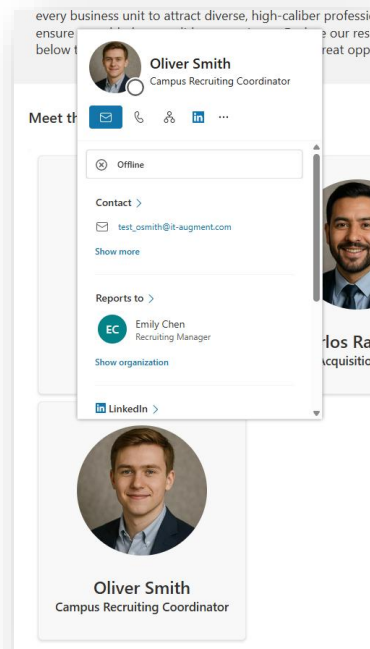
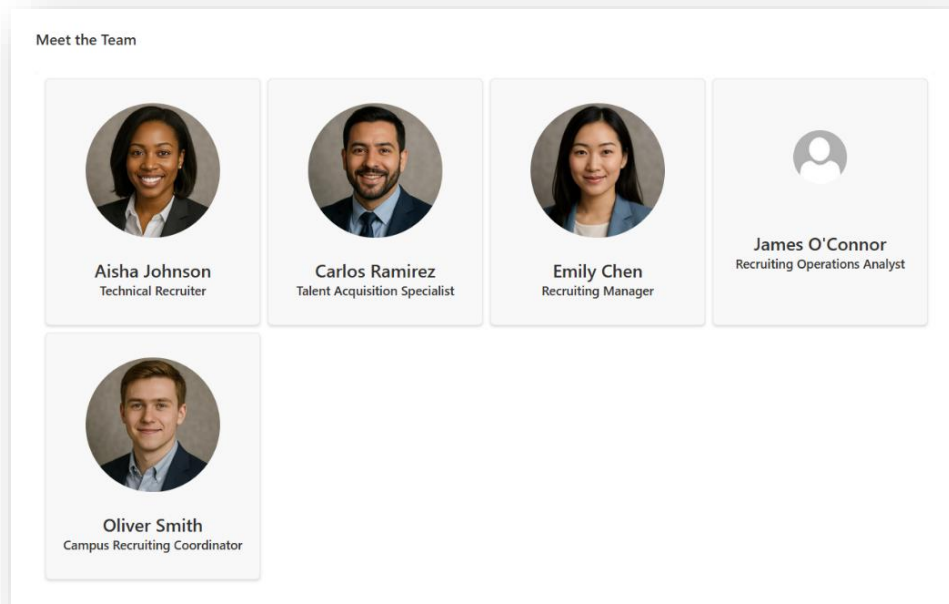


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- **Interactive People Cards:** Automatically generated staff directories display users on department pages using interactive cards integrated with Microsoft Entra (Azure AD).

## *Meet the Team – Interactive People Cards*

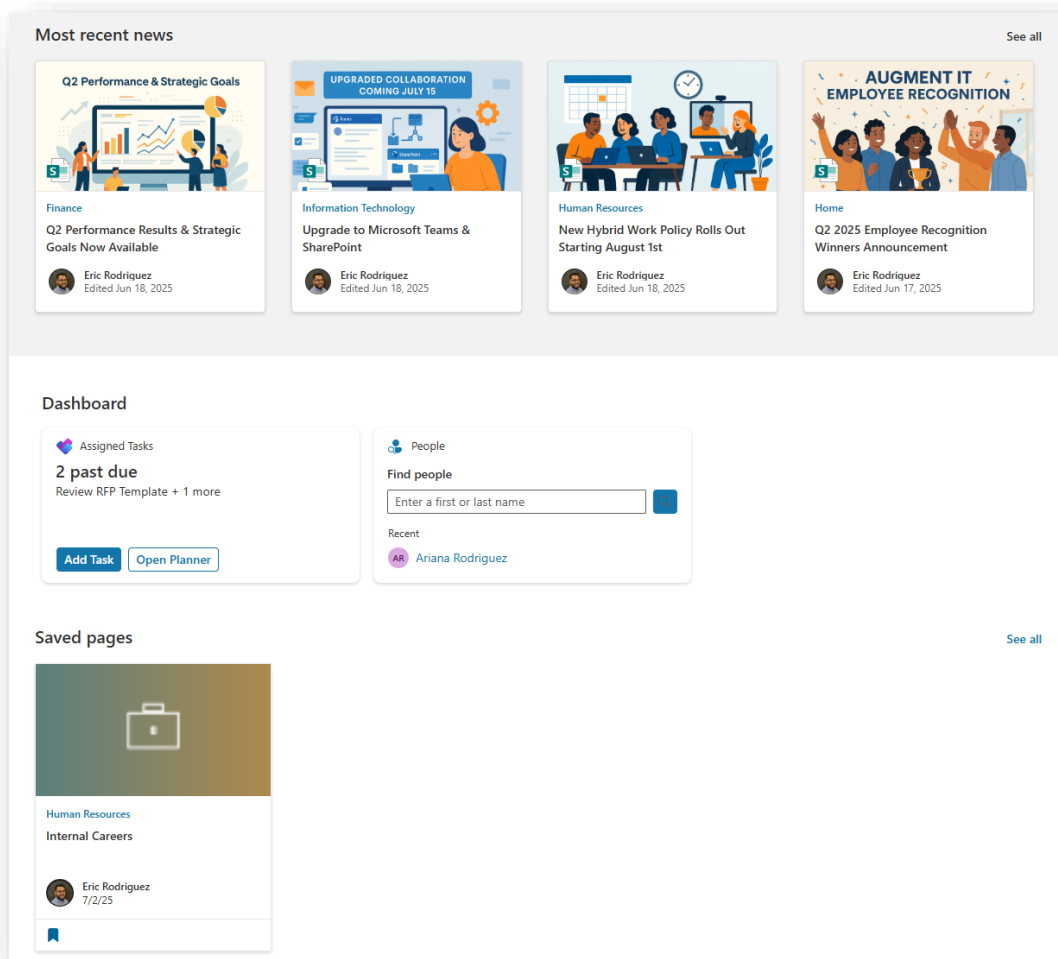




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- **Department Page Templates:** Predefined layouts ensure consistency across all department sites. Each template maintains a unified look, feel, and navigation experience, but remains flexible enough to be expanded or simplified to fit the needs of each department.
- **Global Navigation:** A structured, intuitive navigation system reflects the organization's hierarchy and simplifies movement across departments.
- **Personal Dashboard:** Each user sees a personalized view featuring their tasks, bookmarks, and frequently accessed links.



- **Organization-Wide Document Access:** The intranet serves as the central source for all materials intended for company-wide visibility, including HR policies, onboarding content, benefits details, and commonly used forms. Employees know exactly where to go to find the latest official resources.



## Business Value & Impact

- **Improved Communication:** News and updates are published in one place and automatically shown across department sites. They can also be sent as formatted emails, supporting consistent messaging through preferred channels.
- **Consistent Branding:** Word, PowerPoint, and Excel templates are managed by departments like Marketing and appear directly in the desktop apps. This ensures employees always use the latest versions and stay on brand without extra effort.
- **Search Efficiency:** Employees can search not just document titles, but also the full content of files. This makes it easy to find the right information quickly, even without knowing the exact filename.
- **Reduced Support Load:** Department FAQs help employees get answers on their own, lowering repeated questions and giving teams like HR and IT more time to focus on strategic work.
- **Staff Recognition:** People cards automatically display team members on department pages, making it easier to see who's who and strengthening visibility across teams.
- **Consistent User Experience:** All department sites follow the same layout using predefined templates, creating a familiar and easy-to-navigate experience across the intranet.

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## Use Case Examples

### Organization-Wide News Publishing

A department needs to announce an upcoming policy change. Instead of sending separate emails or updating multiple pages, they create a single news post on their department site. The intranet automatically displays it across the entire organization. With one click, they also send it as a formatted email. Everyone sees the update without duplication or missed communication.

### Brand Consistency with Template Access

An employee in Sales needs to prepare a pitch deck. They open PowerPoint and select the latest branded template already available inside the app. Marketing had updated it earlier that week, so the employee doesn't waste time hunting for the correct version or risk using outdated visuals. The end result looks professional and consistent with company branding.

### Streamlined Search Experience

An employee needs to find the company's parental leave policy but isn't sure what it's called or where it's stored. They type "parental leave" into the intranet's search bar. Within seconds, they find the correct document even though the term isn't in the file name because the search checks text inside the file. No guessing and no back-and-forth emails.

### Department-Level FAQ Management

HR keeps getting the same questions about time-off policies. Instead of replying to each request, they build a



short FAQ section on their department page with questions, answers, and helpful links. Now employees get instant answers and HR spends less time fielding repeat requests.

### **Staff Recognition via People Cards**

A new hire wants to know who handles finance approvals. On the Finance department page, they see an interactive list of team members with roles and contact info. The cards are automatically pulled from Microsoft Entra (Azure AD), so they're always accurate. The new hire connects with the right person without needing to ask around.

### **Streamlined Employee Onboarding**

Each time someone new joins, HR used to send a long list of links and attachments by email. Now, they simply share a link to the onboarding page. It contains training videos, the employee handbook, benefits information, and required forms all in one place. The experience is smoother for new hires and easier for HR to manage.

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## Architecture

- **Hub-and-spoke site model:** The intranet uses a hub site for the homepage, with each department operating its own connected site. This structure follows Microsoft best practices and ensures scalability, consistent navigation, and a clear content hierarchy for users.
- **Inherited branding and navigation:** All department sites adopt the hub's branding and navigation structure. This creates a consistent experience across the intranet, reduces design and architecture overhead, and helps users stay oriented no matter where they are on the intranet.
- **Unified search configuration:** Search is centrally managed through the hub to ensure users get consistent, relevant results across department sites. It filters out unrelated external content and ensures users find what they expect to find within the intranet.
- **Role-based permissions:** Edit access is delegated at the department level, allowing teams to manage their own content while maintaining company-wide read-only access. This structure supports decentralized content ownership without compromising security or governance.



## Adaptability

This intranet is built to evolve with your organization. Its structure supports teams of any size and can flex as departments grow, reorganize, or shift focus. Whether you're a small business, a mid-sized company, or a business unit within a larger enterprise, the design scales naturally. Because it's built entirely with SharePoint's out of the box features, it can be deployed quickly and customized without costly development, making it a practical solution that stays aligned with your needs over time.

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## Key Takeaway

This intranet demo shows what's possible with SharePoint when built with the right structure and strategy. Using only out of the box features, it delivers real business value without added complexity or custom development. The design is flexible, scalable, and aligned with how organizations actually work, making it a smart foundation for any team ready to streamline communication and centralize knowledge.